



OPERATIONAL MEMO

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TITLE: DOCUMENTING INDIVIDUAL SERVICE AND SUPPORT PLANS IN THE HOME AND COMMUNITY BASED SERVICES SERVICE PLAN

SUPERSEDES NUMBER: N/A

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DIVISION AND OFFICE: CASE MANAGEMENT AND QUALITY PERFORMANCE DIVISION, OFFICE OF COMMUNITY LIVING

PROGRAM AREA: HCBS-SLS AND HCBS-DD CASE MANAGEMENT

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KEY WORDS: INDIVIDUAL SERVICE AND SUPPORT PLAN, ISSP, GOALS, INVENTORY OF NEEDS, BRIDGE, SERVICE PLAN, INTERDISCIPLINARY TEAM (IDT), PERSONAL GOALS, SERVICE GOALS, PERSON CENTERED PLANNING:

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Purpose and Audience:

The purpose of this Operational Memo is to instruct case managers on the process for documenting an Individual Service and Support Plan (ISSP) in the Home and Community-Based Services (HCBS) Service Plan (SP).

Background:

The definition of ISSP can be found at 10 CCR 2502-10, 8.600.4, and states that ISSPs are “a plan of intervention or instruction which directly address the needs identified in the person’s Individualized Plan and which provides specific direction and methodology to employees and contracts providing direct service to a person.” Case managers historically included the ISSP Goal as a Service Goal in the HCBS Services section of the Benefits Utilization System (BUS) HCBS SP. With the introduction of the Bridge, case managers have transitioned to include only Personal Goal in an individual’s HCBS SP. This change has raised questions regarding how case managers are to document an individual’s ISSP as required by 10 CCR 2505-10, 8.607.4.D.

Information/Procedure:

Pursuant to 10 CCR 2505-10, 8.608.1, ISSPs shall be developed by service agencies to address the prioritized needs for training, habilitation, and/or supports. Case managers are not required to document the ISSP goals in the HCBS SP. In order to ensure compliance with 10 CCR 2505-10, 8607.4.D and uniform documentation within all HCBS

SPs, when an ISSP exists, case managers are to write, "see ISSP" in the Support Details section of either the Inventory of Needs or the Personal Goals tab on the Client Information page of the Bridge.

Attachment(s):

Bridge screen shots

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